
ORANGE COUNTY VETERANS SERVICE OFFICE**Program Overview:**

The Orange County Veterans Service Office (OCVSO) actively pursues the rights of veterans and dependents of the United States Armed Forces to receive Department of Veterans Affairs benefits. The Veterans Service Office reports to the California Department of Veterans Affairs (CDVA) and is a member of the California Veterans Service Officer Association, which advises CDVA on developments and issues facing the California VSOs collectively. Orange County is considered by CDVA as a large veteran's population county, ranking 4th in veterans population in the state of California with approximately 130,000 veterans from any era residing in the county.

The OCVSO works in partnership with OC4VETS, which is a behavioral health program catering to veterans who may need behavioral health screenings, case management, housing and employment. The Orange County VSO also collaborates with the Orange County Veterans Advisory Council. The function and duties of this Council are: to provide a source of liaison and communication with various groups relative to veteran's issues and promote involvement in veteran's related events and functions within the county.

Additionally, the OCVSO offers expert advice and counsel to help veterans navigate the often complex process of submitting entitlement packages to the Veterans Benefits Administration, Veterans Health Administration and the Cemetery Administration.

The following is a short list of services are offered free of charge to veterans and their dependents and or survivors.

- Service Connected Disability
- Survivors Benefits
- Burial Benefits
- Educational Benefits
- Disability Pension Claims
- Aid & Attendance
- General VA Benefits Counseling

Below is a short list of data highlighting operational tempo and benefits given to Orange County Veterans.

- Average number of veterans served each year: **20,000**
- Yearly average number of phone calls to the VSO: **9,000**
- Number of claims submitted: **18,000**

Goals:

1. Increase the number of benefits claims submitted to the V.A.
2. Get staff accredited at the national level which will allow them to process more claims.
3. Fill all vacant positions. (4 out of 14 as of 2/23/18)

Program initiatives:

- Explore grant opportunities to increase revenue streams.
- Website enhancements
- Internal intake software enhancements

ORANGE COUNTY VETERANS SERVICE OFFICE**Top five issues:**

1. Maintaining adequate staffing levels to address service needs
2. Maintaining or increasing claims processed to increase funding
3. Uncertain county funding
4. Divergent priorities for limited funding resources
5. Uncertain state funding/eligibility requirements

Funding sources:

State Subvention funds
County General Funds

FY 18-19 budget:

Number of FTEs Budgeted	14	
Projected State Revenue	\$ 311,496	
County General Funds	\$1,444,731	
Total Projected Expenses	\$1,756,239	(S&S \$699,064 S&EB @ 100% filled: \$1,057,175)

Office location:

1300 S. Grand Ave. Bldg. B, 2nd Floor
Santa Ana, CA 92705
Phone number: 714-480-6555

Operating Hours: Monday, Wednesday, Thursday, Friday 8:00 a.m.-4:00 p.m.; Tuesdays 9:30 a.m.-4 p.m.

Monthly outstations:

Joint Forces Training Base, Los Alamitos
11200 Lexington Dr. Bldg. 244
Los Alamitos, CA 90720
Phone number: 562-296-5722

Saddleback College
28000 Marguerite Parkway
Mission Viejo, CA 92692
Phone number: 949-582-4252

Florence Sylvester Memorial Senior Center
23721 Moulton Parkway
Laguna Hills, CA 92653
Phone number: 949-380-0155